

NEWSLETTER

Issue No. 20

A word from our editor

The end of the year is fast approaching and after the glorious summer we had, dark nights are drawing in and temperatures dropping as we look forward to Christmas. This can be an especially lonely time for many of our patient community, particularly those facing isolation due to bereavement, health challenges, or mobility issues.

As we make our preparations for the festive season, please spare a thought for those who don't find this time of year joyful. Please consider:

- **Reaching out to older neighbours, friends, or relatives.**
- **Offering support if you are able through donations or volunteering for friendship calls, home visits, or community events.**
- **Sharing warmth by sending messages, cards, or simply making time for a chat.**

No one should feel forgotten. Together, we're not alone

Ed. Shona Manson



Red House Premises News



As many of you know the surgery have long been working with the BLMK Integrated Care Board, (previously the MK Clinical commissioning Group) and Milton Keynes City Council to try and find a solution to resolve our shortage of clinical and administrative space at 241 Queensway.

Callum Anderson, MP for Buckingham and Bletchley, recently visited the practice to discuss premises issues – among other healthcare matters.

Callum spent some time viewing the constraints within the surgery and chatting with staff and patients, before meeting with some of the surgery GPs and management team. Whilst this falls outside the remit of his jurisdiction as an MP, he understands our concerns and will be working with the practice and various agencies to see how best the situation can be managed both now, and with a view to any potential future developments.

The PPG are active and supportive in helping the surgery and have invited Callum to one of our monthly meetings and we shall be setting this up in early 2026.



Your newsletter

As editor of the newsletter, I was fortunate when I took the role to be assisted by the man who publishes our newsletter, David Vaughan. David applies his skills in typesetting and graphics to help us produce a very professional newsletter, David continued this service after his father Nigel, who was one of the founding members of our PPG retired. We have been indebted to both of them for their skill and support.

David has made the decision to take a very well-deserved retirement and spend more time with his family and he is closing the business.

We are looking at options for future publications, but the surgery and the PPG want to take this opportunity to thank David for all his help and commitment (and patience with the often short deadlines I have given him). He will be a very hard act to follow.

We wish David all the very best for his retirement.

Update from the redHOUSE

Dr Fagan retired in August but popped in to the PPG meeting in October which gave us a chance to say good-bye and present him with some theatre vouchers to enjoy when he is not travelling.

As we said goodbye to Dr Fagan; from 1st September there have been some changes with our existing and new doctors.

Dr Rahman became a partner, working three days; Wednesday, Thursday and Friday.

Dr Bunting changed his working days to Tuesday, Wednesday and Thursday.

Dr Staten dropped a day and works, Monday, Thursday and Friday.

Dr Adio changed her working days to Wednesday, Thursday and Friday.

Dr O Falayi joined us as a new salaried GP working Monday, Tuesday and Wednesday.

Dr A Berry joined us as a new GP trainee on 25 August and will be with us for 6 months.

Dr Yasmin Jaffer will be joining our team in January working Monday and Tuesday. We are very pleased to welcome Dr Jaffer to the team.

Reception team – more changes in the team with new care navigator Rebecca joining us. Belinda finishes with us in December moving to full time retirement, we shall miss her greatly.

Nurses

We are very sorry to announce that our lovely nurse Charlotte is relocating out of the area and will therefore, be leaving our team in January. Charlotte has been with us for 4 years and we are very sorry to see her go but wish her well with this new chapter. Good luck Charlotte, we shall miss you.

Olivia has now qualified as a Registered Nurse and is extremely grateful to the GP Partners who have supported her with this apprenticeship and to the whole practice team for their unwavering support during her training.

Olivia said "now qualified as a nurse, I look forward to continuing with my learning and helping the team and patients with my new skills".

Midwifery

Jess went on maternity leave at the end of July and her daughter arrived on 18 August. Many congratulations to Jess but unfortunately, because of our room situation we have had to give notice to the midwifery team as we can no longer provide a room for them here. This isn't a decision that has been taken lightly as having the midwife work alongside the GPs is very beneficial for all and should we ever get bigger premises, we will of course, like to have them work back here with us.



Dr Fagan good-bye presentation



Dr Yasmin Jaffer



Olivia

Covid and Flu Vaccination Clinics

We would like to thank those who queued for their flu and/or covid vaccinations at our first joint clinic in early October. The day was not without its challenges, with many people attending early for their appointment, keen to avoid storm Amy that was due at midday and because The Dons were playing at home!

In previous years, our usual Saturday flu clinics have run very smoothly and people attending out of schedule hasn't really caused a big issue but with combining the covid vaccinations with flu it didn't work quite as efficiently.

This year the Government changed who was eligible for a covid vaccination (75+ years and those immunocompromised) and many people booked an appointment expecting vaccination, only to be told they were too young. This again led to delays during the clinic while the changes were explained. This was a national problem for all practices and pharmacies which was unfortunate.

The nurses have reconsidered giving the two vaccinations in the same room, to prevent queuing twice, and this has made subsequent clinics run better and something we shall adopt for next year (if Covid vaccinations are still being given). With the nurses giving thousands of injections each year, they are expertly trained and experienced in this procedure, so we know you are safe in their hands. We know many people asked to have both vaccinations given here at Red House rather than having to visit the original covid vaccination site at Water Eaton Health Centre.

Our building and car park certainly doesn't lend itself to accommodate large numbers, something that we continue to address with the ICB and MK Council in the hope of new improved premises becoming available, but our desire to get as many people vaccinated and therefore, protected early in the season remains our prime objective.

The PPG helped with queue marshalling and challenging car park management. They also ran another popular tombola with all prizes donated. The monies raised by the PPG at these events are used towards the newsletter and assisting the surgery with purchasing up to date equipment, for which we are extremely grateful.

Bob's hand made bird boxes continue to sell well and again the work he puts into providing the materials and manpower cannot be underestimated. One of Bob's bird boxes was the star prize in the tombola.

Our team of volunteers who assist at the clinics are so appreciated by the practice team and our patients and we are lucky to have them give up their time to support us.

We are very grateful to those who support the practice by having their vaccinations with us, the funding raised by this work, supports the practice financially and gets ploughed back into the practice paying towards the salary of a nurse, which as you'll appreciate benefits our patients greatly, providing more nursing hours to care for our patients long term.

We would like to apologise to our patients that had to queue for their vaccinations and don't anticipate the same problems in the future. Thank you for all the support and kindness shown to the team on the day and throughout the year.



Gill Coyne winner of the tombola bird-box

Update - surgery hours

From 1st November the surgery fully opened all telephone lines for patients from 8am.

Doors will open to triage patients who arrive/walk in from 8am

Triage for any online requests for an appointment from 8am. The new online service is simply a request for an appointment please wait for a reply. This service is different from online booking through System Online.

Please note: our appointments remain available only from 8.30am. Unfortunately there is no extra funding for additional appointments.

The new hours are to accommodate greater access to requests for appointments working hard to accommodate changes to the GP contact.

The surgery thanks all our patient community for their continued support and consideration for our very hard-working team.



Where is your closest defib?

October 16th was Restart a Heart Day. A reminder of just how important it is to know what to do in an emergency and how important using a defibrillator (AED) can be.

Anyone can experience a cardiac arrest at any time, **yet fewer than 1 in 10 people survive**. That number could be much higher if more of us felt confident to step in. The good news is, you don't need medical training - just the courage to act and a few simple skills.

It only takes minutes to learn how to save a life.

The following is just a brief outline of what to do if you witness someone collapsing.

Your safety comes first so before approaching a casualty, always make sure the area is safe.

Check if the casualty is responsive or unresponsive. Kneel next to their chest and gently shake their shoulders, asking, '**Are you OK?**', '**Can you open your eyes?**' If they do not respond to you in any way, they are unresponsive and should be treated as quickly as possible. **Call or have a helper call 999.**

If there is catastrophic bleeding (massive amounts of blood pouring, gushing, or spurting from a significant injury) this must be dealt with first. If there is a bleed kit available use this. The 999 call handler will tell you if a bleed kit is nearby.

Next, check that the airway is open and clear. Open the airway by placing one hand on the forehead to tilt the head back and use two fingers from the other hand to lift the chin.

Keep the airway held open, place your ear above their mouth and look down at their chest. Listen for sounds of breathing and see if you can feel their breath on your cheek. Watch to see if their chest moves. Do this for no more than 10 seconds. Slow, sometimes noisy gasps is not normal breathing and, in a patient with no signs of life, is a sign of cardiac arrest.

If the casualty is unresponsive and breathing normally but with no bleeding, put them in the recovery position and await the emergency services.

If the casualty is not breathing start CPR if you are able. This is the "**Staying Alive**" heart compressions you have seen on television. Ask a helper to find and bring a defibrillator (AED).

Anyone can use a defibrillator. You do not need training. Once you turn it on, it will give clear step-by-step voice instructions.

Many defibrillators also have visual prompts and images showing how to use it.

Press the green button to switch on the defibrillator and follow the instructions.

Remove the person's clothing above the waist. Most defibrillator packs have tools like scissors to help you to do this. It might feel odd or embarrassing but do not let that stop you. Remember, this is a life-or-death situation.

Peel off the sticky pads and attach them to the person's bare skin. Put one pad on each side of the chest as shown in the picture on the defibrillator. Once you have attached the pads, the defibrillator will then check the person's heart rhythm.

The defibrillator will decide whether a shock is needed. If so, it will tell you to press the '**shock**' button. An automatic defibrillator will shock the person without you needing to do anything. Do not touch the person while they're being shocked.

The defibrillator will tell you when the shock has been given and whether you need to continue CPR.

If the defibrillator tells you to continue to do CPR, continue with chest compressions until the person shows signs of life, or the defibrillator tells you to stop so it can analyse the heartbeat again.



British Heart Foundation



Recovery position





Vanda Gould & Catherine Grimes

Knitters

Our newsletter often highlights the work of our knitters. They are a tireless band of volunteers: Brenda, Catherine, Dawn, Julie, Joan and Vanda who use the wool donated to knit untold volumes of items for the neonatal unit and the Redway School. If you would like to join our knitters there is information below on the items requested by the neonatal unit.

A very heartfelt thank you to our knitters but also to the many of you who have donated wool.



Neonatal Unit Knitting & Sewing

Family Hearts

Each family member, including baby, has a handmade heart. Every time they look at their heart it can remind them of the love they hold for their family. A way to stay connected, even when apart.

Any size to fit in pocket or hand



Admission Bags

These are used for information leaflets for families upon admission and can then be used as a keep's sake bag to take home items that have been a part of their baby's journey.

22cm x 26cm with drawstring at the top

Bonding Shapes

Bonding shapes are small shapes knitted in pairs. One of the pair is placed with baby and the second is worn against Mum or Dad's skin.

12cm-14cm



Cannula Sleeves

A cover that fits over the cannula on the premature/new-born baby's hand to stop them from scratching their face or the cannula being pulled by the baby.

8cm-10cm long

Blankets

The blankets are used in the cots & incubators, as well as when having cuddles, to keep the baby warm.

100cm x 70cm (as they can shrink in the wash)



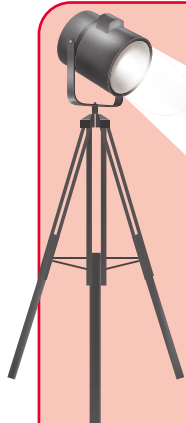
Incubator Covers

The incubator covers are used to protect the baby's eyes from the bright lights & can also muffle the sounds that occur on a busy Neonatal unit.

Any child friendly patterns on one side with a plain darker underside 120cm x 100cm

For more information or to arrange delivery of items please send an email to: diane.gray@mkuh.nhs.uk
neonatalunitfamilysupport@mkuh.nhs.uk nicola.boakes@mkuh.nhs.uk

OR DROP OFF TO THE SURGERY AND WE WILL ORGANISE DELIVERY



Spotlight on PPG Member John Neale

At 92 John is one of the oldest members, and a founding member, of our PPG. John has been a patient at the Red House Surgery since 1965 so we thought we'd let you know a little more about him.

John is not a local lad, he was born in Wembley in 1933 in a house built by his Dad as a wedding present for his new wife, John's Mum. The house, the first in the road is still standing. John's Dad who was a chipper (carpenter/joiner by trade) working for the building firm started by John's grandfather. John was the third generation to work in the firm (but I'm getting ahead of the story).

Of course John was born just before the start of the Second World War and in 1939 John and his brother were 'evacuated' to live with their retired grandparents in Kintbury, Oxfordshire whilst John's father, whose eyesight prevented him from joining-up headed the ARP (Air Raid Precautions) Team in Wembley. The building firm was shut down

during the war due to the shortage of materials and men.

In 1946 (aged 13) John started building college. John harboured an ambition to be a radio engineer but his father persuaded him to work towards joining the family firm. At college John studied all building trades and architecture gaining top marks out of 100 lads in many of the skills.

Two interludes John remembers are as a 15 year old in 1948 he was one of the band of Boy Scouts who were given the job of showing people to their seats at Wembley for the 1948 London Olympics. The perk of the job was the ability to watch the sports, and he saw every day of the games at the Stadium or the Empire Pool in Wembley.

The second interlude was National Service, where as a member of the Royal Engineers John found himself on a ship for a destination unknown. After 39 days at sea which took him via the Azores, the Panama Canal and Honolulu John landed on Christmas Island with a detail to build the runway required to bring in troops and equipment for the British nuclear bomb tests which took place between 1957 and 1958. With his knowledge of building supplies John returned to the UK after 10 months to work at the War Office supplying the test sites back on Christmas Island. He considers himself fortunate to miss witnessing the bomb tests

Shortly after completing his National Service John left the family firm to work as an architect and in 1962 moved with his first wife to Bedford. In 1967 John bought the family firm from his father and went back to building in the burgeoning new town of Milton Keynes where he estimates he has built over 100 houses in small developments or single 'one-off' projects.

In 1973 John married his second wife Elaine (another Red House patient). A long and very happy marriage Elaine sadly died 17 years ago but was a medical pioneer herself. Through a family connection Elaine contributed to medical research at John Hopkins University in America which identified a breast cancer gene which can give an increased risk in some women to develop breast cancer. This has been life saving research for many including John and Elaine's daughters.

Having retired at 68, closing down the building firm, John has spent his retirement as a very active member of the Newport Pagnell Rotary, where he has been a member for 46 years. The Rotary is an active fund raiser for Willen Hospice. He volunteered for 17 years at the Milton Keynes Safety Centre Alliance which offers immersive and experiential learning to children in a variety of scenarios set out in Hazard Alley. John is a member of the Waterways Trust building the canal between Milton Keynes and Bedford which was

first proposed in the 1920s. He has been involved in building a 3m wide barge the "John Bunyan" and the first electric barge "Electra". As a member of the History Society John has lectured on the Panama Canal and the great engineer Isambard Kingdom Brunel.

Along with all this John and Elaine raised seven children. John has seventeen grandchildren and four great grandchildren (with number five on the way).

John has held a driving licence for 73 years but knows he is slowing down and has recently purchased a mobility scooter for when he gets old!





Arts For Wellbeing Monthly Art Club

**1ST WEDNESDAY OF EACH MONTH
2.30 - 4.30PM**

WEST BLETCHLEY COMMUNITY CENTRE MK3 6BH

COST: VOLUNTARY CONTRIBUTION OF £3

**Everyone welcome, no booking
required**

**BLETCHLEY
Pathfinder**

**Arts for Health
Milton Keynes**

PPG meeting dates 2026

Red House Surgery, 241 Queensway

2nd Monday of the Month

6.30pm start time

12 January 2026

9 February 2026

9 March 2026

13 April 2026

11 May 2026

8 June 2026

13 July 2026

10 August 2026

14 September 2026

12 October 2026

9 November 2026

14 December 2026

Future Speakers

- 12 January 2026 Malcolm Carpenter (MK Prostate Cancer Support Group)
- 9 February 2026 Lucy Jones – Alzheimer Society (tbc)

Do more with the NHS App!

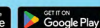


- Order repeat prescriptions
- Use NHS 111 online
- Find NHS services
- View your GP health record
- Book appointments
- Get reminders and messages

And much more...

You can also use these services by logging in through the NHS website

Need help?
Get support in the app or visit nhs.uk/helpmeapp



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Simple Guide to Accessing the NHS App:

Step 1: Download the App

Go to the official App Store (for Apple iPhones/iPads) or Google Play Store (for Android devices).

Look for the official app with the NHS logo.

Step 2: Login or set up your NHS Login

If you don't have an **NHS login** you need to create an NHS account. This is how the app safely confirms your identity.

Follow the instructions to enter your email address and create a password.

Identity Check (Important!): The app needs to know it's really you. You will usually be asked to:

- **Provide an ID:** Take a photo of a document like your passport or driving licence.
- **Record a Video:** Take a short video of your face so the app can match you to your photo ID.
- **If you cannot do this,** the app might send you an email with a link and some codes, but using photo ID is the quickest way.

Once your identity is verified, the app will automatically try to link you to your registered doctor (GP) surgery.

This unlocks all the main features.

Introducing Birthday Recalls for Chronic Disease Management

This year we have started recalling people for their review blood tests during the month of their birth. You will receive an invitation to book your annual review with the practice during your birthday month either by text or letter.

This will assist patients by being able to remember when their annual blood test review is due and to prevent people having to attend multiple times throughout the year.

We anticipate that this system will also free up more blood test appointments for those that require ad hoc tests requested by the doctors and nurse appointments for other procedures.

If the GPs wish to re-check any of the tests you will be required to reattend. If this is the case, you will receive a text message (letter if no mobile 'phone) asking you to rebook an appointment. Unless otherwise specified this test can be done within the next 6 weeks.

There are some conditions such as diabetes where you may need more than an annual blood test and you will be contacted to organise these as per our current system.

You may find that the period from your last review to your next review is more or less than 12 months as this enables us to transition to birthday month reviews over 2025/26. If you have any concerns about your condition before or after your blood test, please contact the surgery in the usual way.

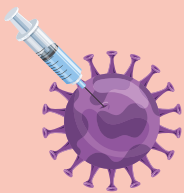
Results of tests are received by the GPs who decide whether the tests are "normal" OR "normal for you/your condition". The GPs advise admin staff to contact the patient, ideally by text to give instructions on future care – repeat test, speak to GP etc. Unless told otherwise, these are NOT urgent and can be organised during the following six weeks. If there is anything of concern the GP will make contact with you.

This new system will benefit our patients and free up more nurse appointments and in time will allow reviews with GPs to be undertaken quicker as they will have a full picture of all blood tests at the same time.

THANK YOU FOR YOUR SUPPORT WITH THIS NEW SCHEME



Shingles Vaccine



The shingles vaccine helps protect against shingles. It's available on the NHS for all adults turning 65, those aged 70 to 79 and those aged 18 and over with a severely weakened immune system.

redhouse
SURGERY

SURGERY ADDRESS:

241 Queensway, Bletchley, Milton Keynes MK2 2EH

Telephone: 01908 375111

www.redhousesurgery.co.uk

 Red House Surgery

SURGERY HOURS: Monday-Friday 8.00am to 6.30pm but we also hold "early bird" surgeries on a Thursday morning between 7-8am to cater for those who commute or cannot visit the practice later in the working day. **Saturday opening for booked appointments 9-5pm.**

APPOINTMENTS: To see a doctor call the surgery on **01908 375111** or book online. **You will need to register for this service.** The majority of our appointments are booked on the day of the request with only a few bookable in advance.

In the case of an emergency outside surgery hours please telephone NHS **111**. This service is available 24 hours a day and a nurse can give you advice over the telephone.

Don't forget to log on to our website **www.redhousesurgery.co.uk**. The website provides useful information, advice and support to all of our patients. Also giving details of how to register for Online services where you can make an appointment, order a repeat prescription etc. The website can also direct you to self care information promoting general good health and wellbeing. Next time you are feeling a little under the weather click on **www.redhousesurgery.co.uk** you may be able to avoid a visit to your GP.

EMERGENCIES TAKE PRIORITY AT ALL TIMES